Identity Management User Guide:
User Managers
and
Local Access Managers

Document Control Information

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About this User Guide

This document provides application users step by step instructions how to register, set up, and assign users in CDE's Access Management system. The document also provides links to training videos, highlights best practices, and includes a troubleshooting section.
CDE strongly recommends watching the IdM training videos, highlighted by the video icon Best practices are highlighted by the light bulb icon Informational steps are highlighted by the information icon Pay close attention to notes highlighted as "Important" - and any text highlighted in **red**
If you require technical support, please email **helpdesk@cde.state.co.us**
Questions are welcomed! Please send your questions to **helpdesk@cde.state.co.us** Thank you!

Acronym Table

Acronyms	TERM
AU	Administrative Unit
BOCES	Boards of Cooperative Educational Services
CDE	Colorado Department of Education
EOY	End of Year
FERPA	Family Educational Rights and Privacy Act
IdM	Identity Management
LAM	Local Access Manager
LEA	Local Education Agency – this includes School District, Administrative Units, and BOCES
SPED	Special Education
SSO	Single Sign-On

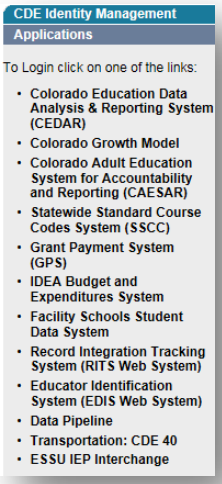
Identity Management Overview

The Colorado Department of Education **Identity Management (IdM) system** provides Local Education Agencies (LEAs) with a means of administering and maintaining user access to integrated CDE applications. IdM also helps ensure adequate protection of student-level data that is received, collected, developed, and used by the Colorado Department of Education, in compliance with the Family Educational Rights and Privacy Act (FERPA).

The IdM process reduces the manual effort currently required by districts and CDE resources to create user IDs and passwords by automating the user registration, approval, and password reset processes, and providing districts and administrative units with the ability to maintain users.

CDE Identity Management Home Page – **https://cdeapps.cde.state.co.us/index.html**

Offices | Staff Contacts | Colorado.gov
Improving Academic Achievement
CDE Home | For Educators | For Administrators | For Parents & Students
CDE Home > CDE Identity Management >
CDE Identity Management
Applications
To Login click on one of the links:
Colorado Education Data Analysis & Reporting System (CEDAR)
Colorado Growth Model
Colorado Adult Education System for Accountability and Reporting (CAESAR)
Statewide Standard Course Codes System (SSCC)
Grant Payment System (GPS)
IDEA Budget and Expenditures System
Facility Schools Student Data System
Record Integration Tracking System (RITS Web System)
Educator Identification System (EDIS Web System)
Data Pipeline
Transportation: CDE 40
ESSU IEP Interchange
Frequently Asked Questions
Quick Reference Guide
Family Educational Rights and Privacy Act (FERPA)
Request for Assistance
BOCES Agreement
I Forgot My Password
Access Management
Executive Director Registration
Acceptable Use Policy
Colorado Department of Education Identity Management
Since November 2008, CDE has been working on a new Identity Management process that will simplify and streamline the user login process for CDE data systems and enhance security to student-level data. The first phase of the project has involved completing analysis to support a Single Sign-on / Delegated Administration model. This includes drastically reducing the manual effort currently required by districts and CDE resources to assign user ids and passwords by automating the user registration, approval, and password reset processes, and providing districts and administrative units with the ability to maintain users via a Delegated Administration model.
The following training modules are available to assist the local school districts with the Identity Management implementation:
Module 1 - Overview (2:06)
Module 2 - Registering the User Manager (3:55)
Module 3 - Setting up Local Access Managers (5:19)
Module 4 - Creating Users (4:42)
Module 5 - Deactivating Users (2:00)
Video
Any questions or comments on the organization or operation of this site? Please contact the CDE Identity Manager.
Last modified: August 12, 2011
Copyright © 1999-2008 Colorado Department of Education. All rights reserved.
Title IX, Accessibility, Disclaimer, Privacy.


CDE Identity Management
Applications
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Colorado Education Data Analysis & Reporting System (CEDAR)
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Grant Payment System (GPS)
IDEA Budget and Expenditures System
Facility Schools Student Data System
Record Integration Tracking System (RITS Web System)
Educator Identification System (EDIS Web System)
Data Pipeline
Transportation: CDE 40
ESSU IEP Interchange

A user must have a user ID and password to sign onto a CDE application. A user only has to sign on once to access all of the CDE applications that the user is approved for. This is referred to as Single Sign-On (SSO).

LEAs have assigned roles to create and administer users and access privileges to CDE's applications (listed to the right) through CDE's IdM system.

Note, the CDE application list will increase as new applications are added.

CDE Identity Management Roles

Role	Description
User Manager	A person who creates and manages the first Local Access Manager accounts and IdM policies
Local Access Manager (LAM)	A person who creates and manages other Local Access Manager and user accounts and approves/denies access to CDE applications
User	A person who has a single sign-on account to access approved CDE applications (not an administrator)

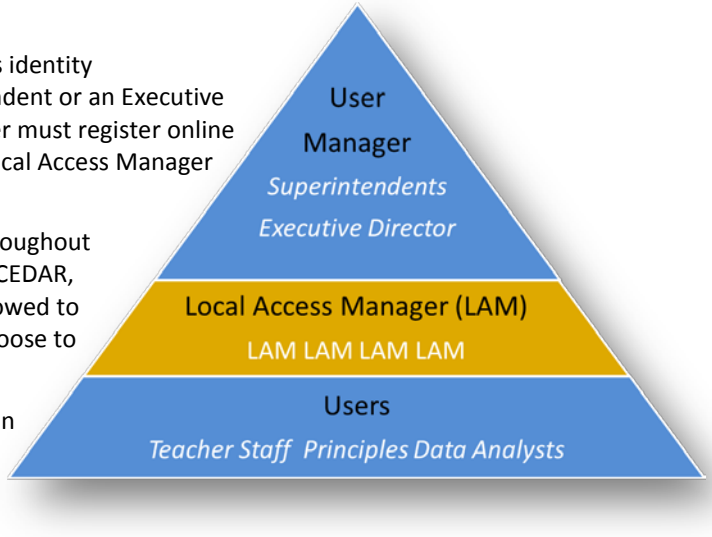
CDE IdM System User Hierarchy

IdM system uses a three tiered user role model.

User Managers have the ultimate authority for the district's identity management. Typically, the User Manager is the Superintendent or an Executive Director in a Administrative Unit or BOCES. A User Manager must register online and be confirmed by CDE. User Managers create the first Local Access Manager account.

Local Access Managers (LAMs) administer general users throughout the LEA providing them access to CDE applications, such as CEDAR, the Growth Model, and/or Data Pipeline. LAMs are also allowed to create additional LAM accounts for their LEA. Some LEAs choose to create a LAM per CDE application.

A user requests a user ID and password through their LAM in order to obtain access to the CDE applications.



Key Points

- A User Manager must register online via CDE's Identity Management website and be approved by CDE. There can only be one User Manager at a time per LEA.
- The first LAM must be assigned and created by the User Manager.
- LAMs can create other LAM accounts to help with user account creation and administration. LEAs can choose to create a LAM per CDE application.
- There is no limit to the number of LAMs or application users in a LEA.
- A user can find out who is their district LAM by submitting a Request for Assistance form via the IdM website.

Registering the User Manager

A Superintendent, BOCES/Administrative Unit, or Special EducationExecutive Director must self-register with CDE to become a **User Manager** for their district. Self-registration is the process of requesting an Identity Manager account for yourself by using the Identity Manager Administrative Console.

Video Watch the Registering the User Manager training video……	Click the link below to watch the video **Registering the User Manager (3:05 minutes)**
Step 1: **Click** on the **URL** to access the Identity Management home page. *It's a good idea to bookmark this page*	https://cdeapps.cde.state.co.us/index.html
Step 2: On the menu bar to the left, click on the **Executive Director Registration** button.	

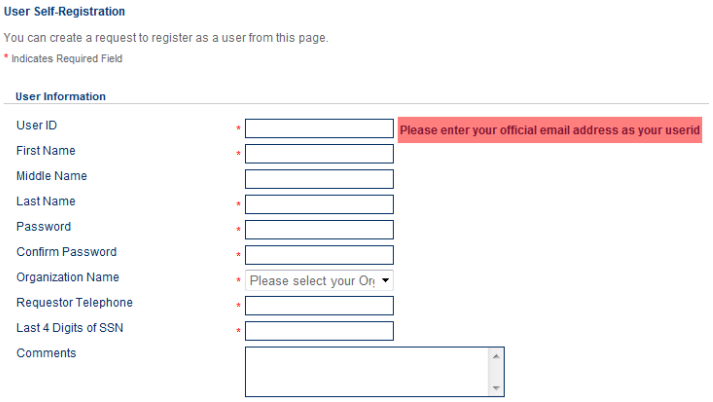
Step 3:

Complete the User Self-Registration web form. You must fill in all the required fields which are marked by red asterisks.

Important:

a. The User ID is your official school email address
b. Please be sure to enter a password that conforms to the password requirements below.
c. Search for your Organization Name (LEA) by pulling down the drop-down menu

Please see the informational steps below for b & c



b. Password Requirements

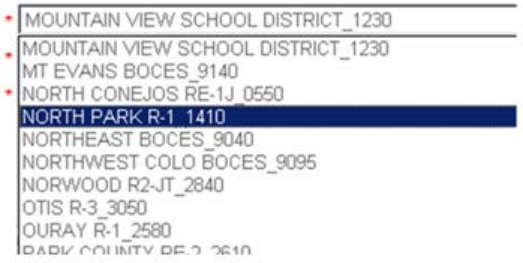
CDE established a password policy to make sure users have a secure strong password that is less susceptible to someone guessing it. The system will not let you set up a password that does not adhere to the CDE password policy.

The CDE Identity Management system requires the following Password Policy.

Password Minimum Length	8
Minimum Number of Uppercase Characters	1
Minimum Number of Lowercase Characters	1
Minimum Number of Non Alphanumeric Special Characters . . . . Example special characters include: ! $ # @	1
Minimum Number of Numeric Characters	1

c. Organization Name

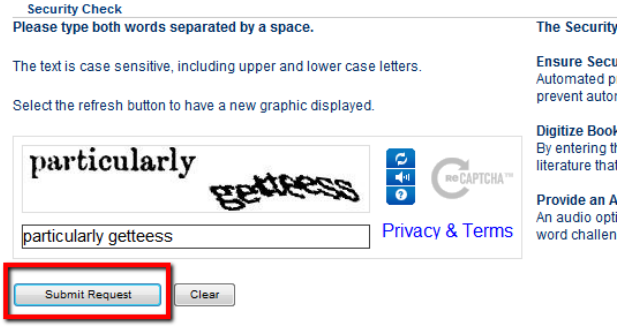
Organization Name is your LEA name. CDE will notify you if you mistakenly choose an incorrect organization name.



Step 4:

Before you can submit your request, you must perform a **Security Check** by re-typing the security word displayed on the page.

Then click the **Submit Request** button

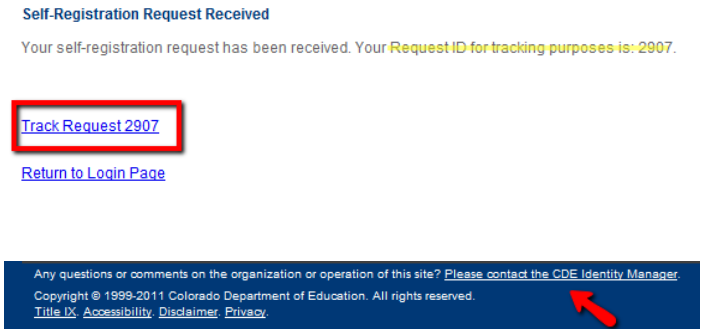


Step 5:

After submitting your request, you will receive a tracking number to track your request.

If you need help or wish to contact someone on the IdM Management team by email, there is a link near the bottom of the page in the blue bar.

The email address is: **helpdesk@cde.state.co.us**


Self-Registration Request Received
Your self-registration request has been received. Your Request ID for tracking purposes is: 2907.
Track Request 2907
Return to Login Page
Any questions or comments on the organization or operation of this site? Please contact the CDE Identity Manager.
Copyright © 1999-2011 Colorado Department of Education. All rights reserved.
Title IX. Accessibility. Disclaimer. Privacy.

Your request will be sent to CDE's Verification Group. You will receive a notification email within 24 hours or sooner.

After you receive the notification email, your next step is setting up a Local Access Manager (LAM) account to assist you with IdM administration.

From: cdeIdM@cde.state.co.us
To: Flintstone_F@cde.state.co.us
Subject: CDE Self Registration

Dear Fred Flintstone,

A new user has been approved.

New user id: FLINTSTONE_F@CDE.STATE.CO.US has been created for Fred Flintstone.

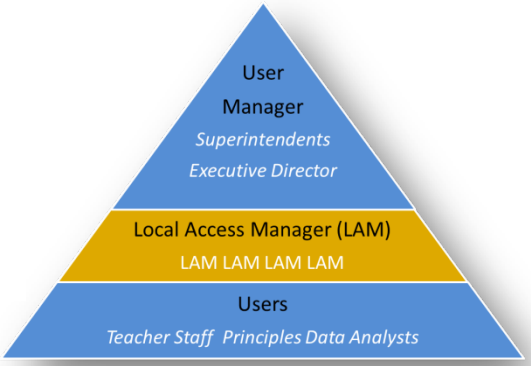
Next steps:
You may now login to
https://cdeapps.cde.state.co.us/CDEAccess/login.jsp
and add a new Local Access Manager (LAM).

A Local Access Manager (LAM) will be able to assign new user accounts and designate the new users to application groups, such as, CEDER, RITS, Data Pipeline and other CDE applications.

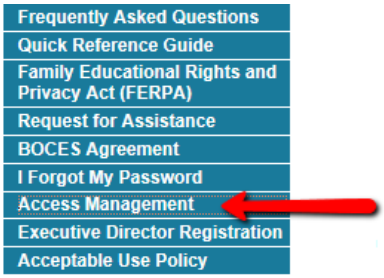
Setting Up Local Access Managers

The User Manager, typically a Superintendent or BOCES/Administrative Unit Executive Director, creates a Local Access Manager account to help them manage the IdM system for general users. The first LAM, in any LEA, must be set up by the User Manager; then the LAM can set up other LAMs and together they can register users to access the CDE applications.

Smaller districts might have 1 – 2 LAMs, whereas, larger LEAs may wish to set up a LAM per CDE application to manage users per application.



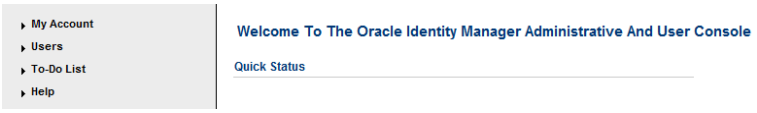
Once the User Manager receives confirmation from CDE, they can set up a Local Access Manager by following the steps below.

Video Watch the Setting up Local Access Managers training video ……	Click the link below to watch the video **Setting up Local Access Managers (5:19 minutes)**
Step 1: **Click** on the **URL** to access the Identity Management home page. *It's a good idea to bookmark this page*	https://cdeapps.cde.state.co.us/index.html
Step 2: On the menu bar to the left, click on the **Access Management** button.	

Step 3:
If this is the first time the User Manager logs onto the Access Management system, they will be asked to **change their password**.

The User Manager logs onto the Access Management system using their **new password**.

A successful login will bring you to **Welcome to CDE Identity Management** page

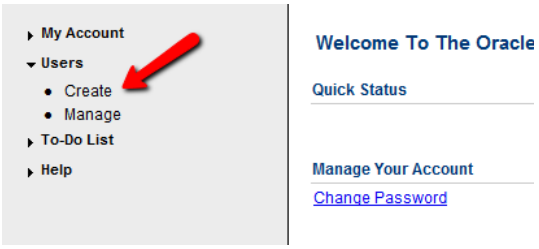


Step 4:
On the left-hand is a link for **Users**.

Clicking on **Users** presents you with two choices:

1. Create a user
2. Manage a user

Click on **Users**
Click on **Create** to set up a LAM or general user



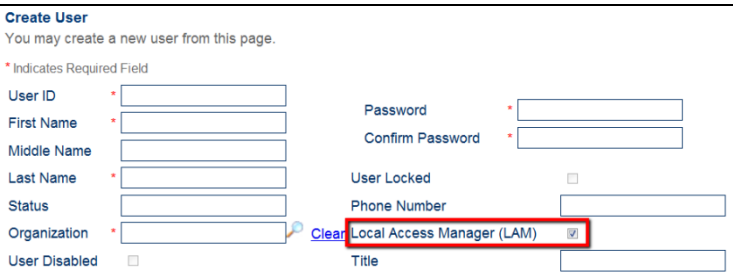
This will bring you to the **Create User** page.

When you create a user, you are creating access for someone within your district.

To setup a user as a LAM, check the check box as highlighthighlighted by the red box

Checking the box, provides a LAM access to the Access Management system and also provides them the authority to sign up other LAMs as well as general users. LAMs issue and manage user details and passwords for other LAMs or users throughout their district.

Important:
Do not check the box if you are setting up a general user. Only User Managers and LAMs are allowed access to the Access Management system.



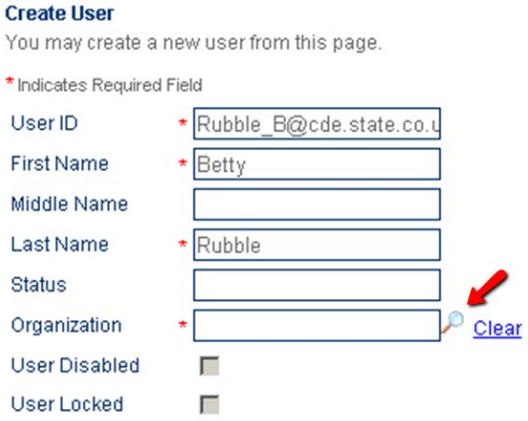
Step 5:
To set up a user as a LAM, fill in all the required fields which are marked by red asterisks and check the LAM check box.

Important:

- The User ID is always the user's official school email address.

The phone number field is optional; however, CDE recommends you fill in this field.

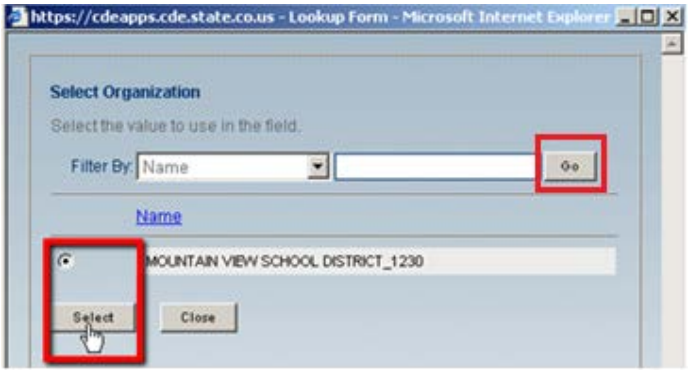
Step 6:
To select the Organization (LEA), click on the magnifying glass. A pop-up window will open.

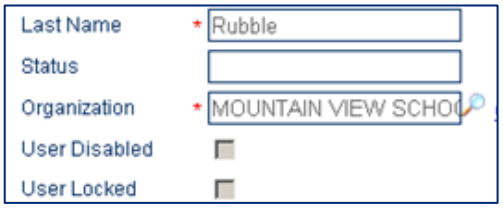


Step 7:
Click the **Go button**
Your Organization (LEA) name will now be displayed. You will only see the LEA that has been assigned to you.

Click on the **radio button**
Click the **Select button**

The window will close and you will see that the **Organization** field has been automatically filled in.





Step 8:
Create a password. *Please follow CDE's Password Policy (please see page 9)*

The password you create is temporary, the LAM will change his/her password the first time they log onto the Access Management system.

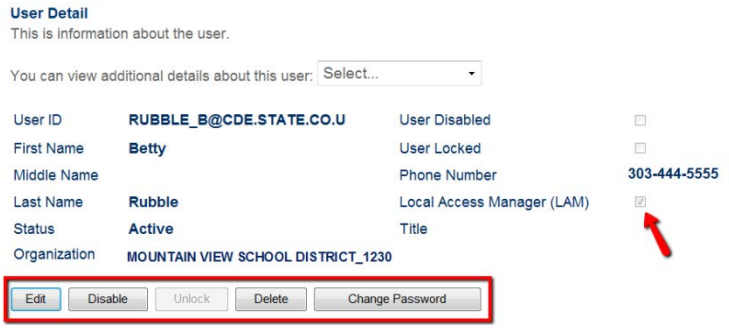
Step 9:
When you are finished completing all the fields, click on the **Create User** button.

Step 10:

This brings you to the **User Detail** page. This page provides summary information about the user.

Note, the Local Access Manager check box is checked.

This is also where the LAM manages the user's account and password.



Step 11:

The User Manager must send a personal email providing the LAM their user details.

The Access Management system does not send an automatic email to the LAMs and/or users.

Important:

For security reasons, it is strongly recommended to send two emails. The first email with the User ID and the second email containing the password.

From: Flintstone_F@cde.state.co.us
To: Rubble_B@cde.state.co.us
Subject: Local Access Manager Account

Dear Betty,

Your Local Access Manager account has been created.

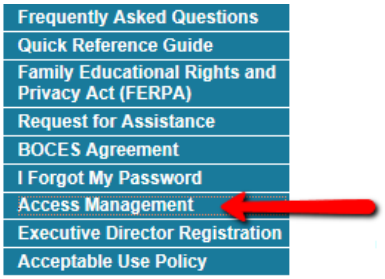
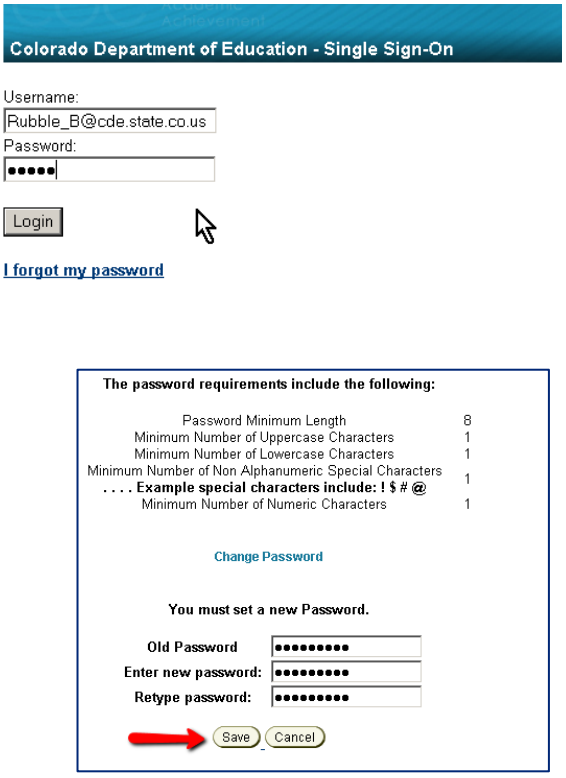
Your User ID is Rubble_B@cde.state.co.us

For security reasons, you will receive your temporary password in a separate email.

Please contact me if you have any questions.

Logging in as a Local Access Manager

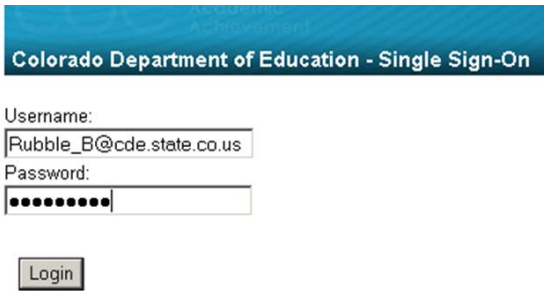
Note, only User Managers and LAMs can log onto the Access Management system.

Step 1: **Click** on the **URL** to access the Identity Management home page. *It's a good idea to bookmark this page*	https://cdeapps.cde.state.co.us/index.html
Step 2: On the menu bar to the left, click on the **Access Management** button.	
Step 3: Log in using the user ID and password provided by your User Manager. Click **Login**. You will be prompted to change your password Click **Save**	

Step 4:
Click **Back**.

This will bring you back to the login screen. Enter your new password

Click the **Login** button



The new LAM now has access to set up additional LAMs and general users

Setting up Users

Single Sign-On (SSO)

When a LAM sets up a user via the Access Management system, they are creating a Single Sign-On (SSO) account; meaning the User only has to sign on once, allowing the user to easily switch between applications without having to login in multiple times to access different applications.

CDE Group Mappings

When setting up users, the LAM must assign the user to the correct Group Membership that provides them the correct access and permissions for an application.

CDE Group Mappings spreadsheet. To download this spreadsheet in full, **click here**.

Default CDE Application IdM Groups	Role/Collection
All Users	(Given to all users automatically)
CDE_External	(Given to all users automatically)

CDE Application IdM Groups	Role/Collection
CEDAR	Colorado Educational Data Analysis & Reporting System
GM	Colorado Growth Model
CEASAR	Colorado Adult Education System for Accountability and Reporting
SSCC	Statewide Standard Course Codes
GPS	Grant Payment System
IDEA	IDEA Budget and Expenditures System
FSSDS	Facilitiy Schools Student Data System
FEDAPP	Consolidated Federal Application
RITS	RITS Web application
EDIS	EDIS Web application
STEQ	State Equalization

Please note, this list is subject to change as new applicatios are added.

Data Pipeline IdM Groups	Role/Collection
Interchanges	
STD	Student interchange
STF	Staff Interchange
TI1	Title I interchange
SPE	SPED IEP Interchange and ESSU IEP Interchange
TSL	Teacher student interchange
DIS	Discipline interchange

Snapshots	
OCT	Student October
SEY	Student End of Year
DEC	SPED December count
SPI	SPED Discipline
EOY	SPED EOY
HRD	HR December
MSP	Math & Science partnership

Year Rounds	
DIR	Directory
RTS	RITS Batch File upload
EDS	EDIS Batch File upload

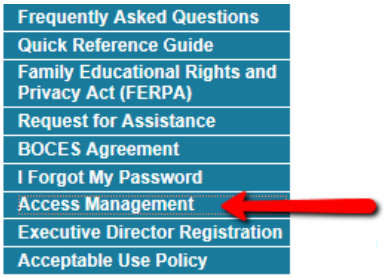
Periodics	
ACT	ACT SBD collections
ACC	Access SBD collections
TCP	TCAP SBD collections
RCM	Report Card March
FIN	December Finance
11G	11th grade assessment
RED	READ

When adding Users into Membership Groups, ask the following questions:

What privileges does the user require?

- View Only
- View and Edit
- View, Edit, Submit
- View and Approve

Setting up Users and assigning Group Membership

Watch the Creating Users training video……..	Click the link below to watch the video **Creating Users (4:42 minutes)**
Step 1: **Click** on the **URL** to access the Identity Management home page. *It's a good idea to bookmark this page*	https://cdeapps.cde.state.co.us/index.html
Step 2: On the menu bar to the left, click on the **Access Management** button.	 Frequently Asked Questions Quick Reference Guide Family Educational Rights and Privacy Act (FERPA) Request for Assistance BOCES Agreement I Forgot My Password Access Management Executive Director Registration Acceptable Use Policy
Step 3: **Login** using your LAM user ID and password	

A successful login will bring you to **Welcome to CDE Identity Management** page

Step 4:
On the left-hand is a link for **Users**.

Clicking on **Users** presents you with two choices:

1. Create a user
2. Manage a user

Click on **Users**
Click on **Create** to set up a LAM or general user

Step 5:
This will bring you to the **Create User page**

When you create a user, you are creating access for someone within your district.

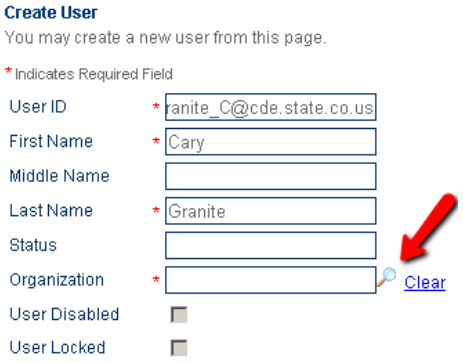
To set up a general user, fill in all the required fields which are marked by red.

Important:

- Do **NOT** check the Local Access Manager check box

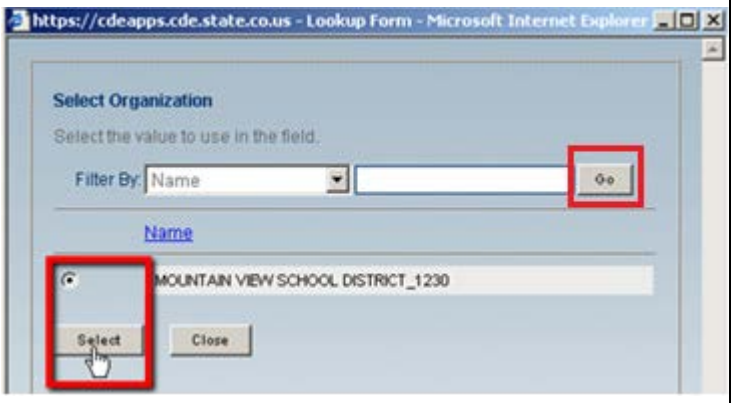
The phone number field is optional, however, CDE recommends you fill in these field.

Step 6:
To select the Organization (LEA), click on the magnifying glass. A pop-up window will open.



Step 7:
Click the **Go button**
Click on the **radio button**
Click the **Select button**

The window will close and you will see that the **Organization** field has been automatically filled in.

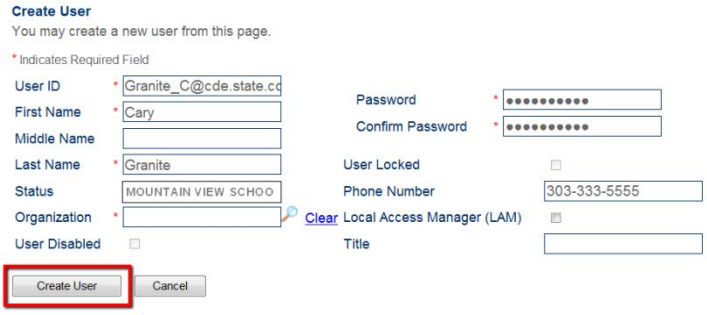


Step 8:
Create a password. *Please follow CDE's Password Policy*

Important
The password you create is temporary, the User will have to change his/her password the first time they log onto the Access Management system.

Step 9:
When you are finished completing all the fields, click on the **Create User** button.

Important:
- Ensure you **have NOT** checked the Local Access Manager check box



Step 10:

This brings you to the **User Detail** page. This page provides information about the user.

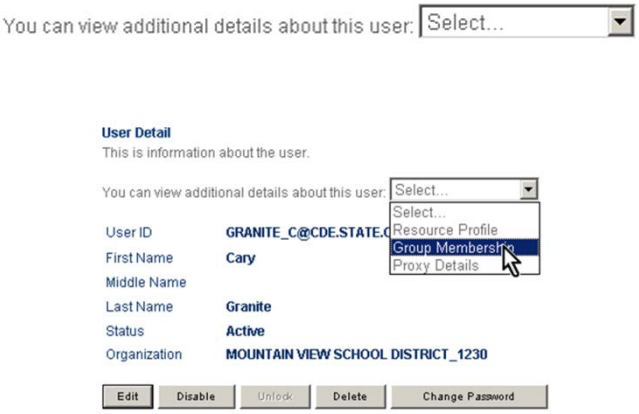
Note, the Local Access Manager check box is **NOT** checked.

Step 11:

Note, the line – You can view additional details about this user:

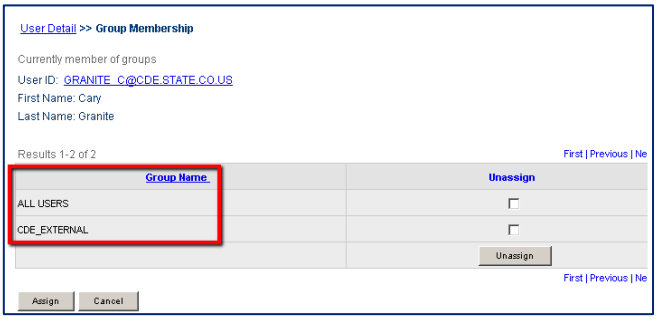
To assign a user into their appropriate Group Membership, pull down the menu bar and select Group Membership.

You can ignore the other two choices



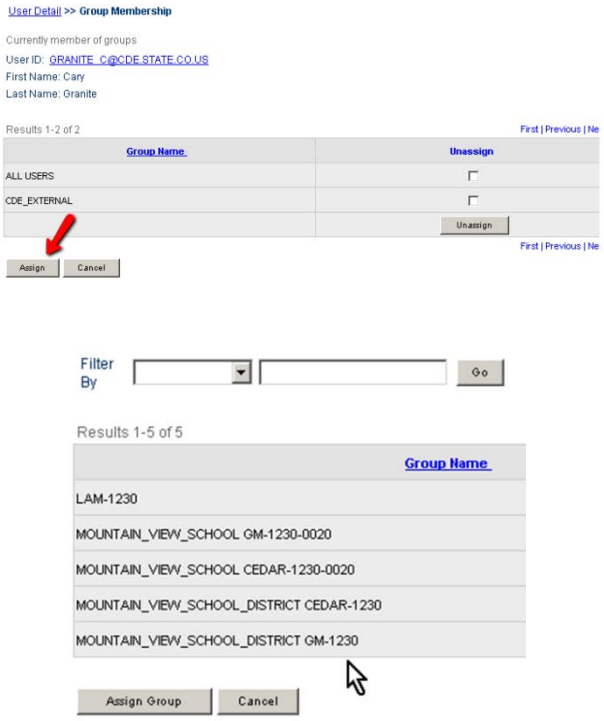
When you select Group Membership, you come to the Group Membership page

Note, the list of groups highlighted in the screenshot, these are administrative groups that are automatically generated by CDE.



Step 12:
To assign the user to additional groups, click the **Assign** button

This brings you to a list of possible groups.



Step 13:
The Group List will be long. You will more than likely have to search for the appropriate group.

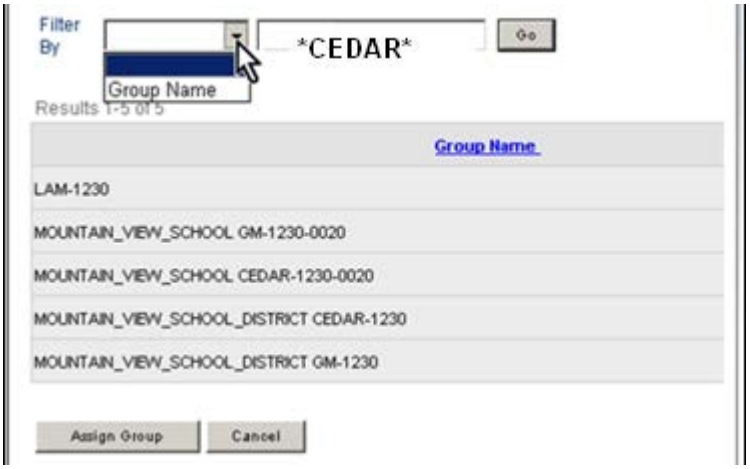
Pull down the menu bar to **Filter By: Group Name**

Use the **Wildcard syntax** *xxxx* to narrow your search. Wildcard syntax uses asterisks before and after your text.

Wildcard syntax is a standard computer method to assist with searching using keywords

For example, if you wish to search for all the groups that belong to CEDAR, type ***CEDAR*** and then click **GO**

This will generate a list of all the available CEDAR groups.



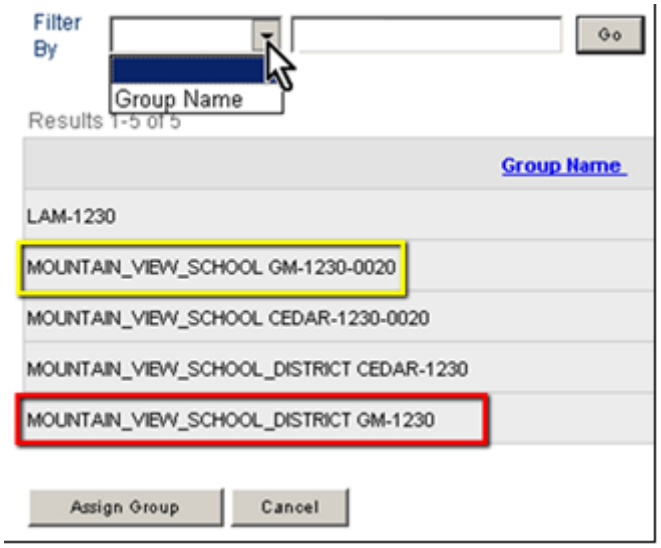
Important:
When selecting groups, be sure you are selecting the correct group and be careful to note if the group is for a school or for a school district.

For example,

MOUNTAIN_VIEW_SCHOOL GM-1230-0020

vs.

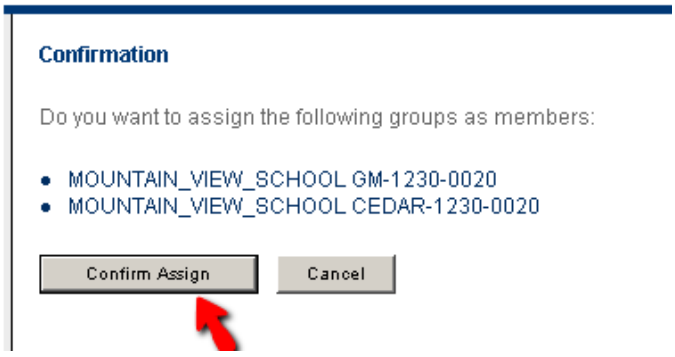
MOUNTAIN_VIEW_SCHOOL_DISTRICT GM-1230



Step 14:
To assign a user to a group, **check** the appropriate **check box(es).**

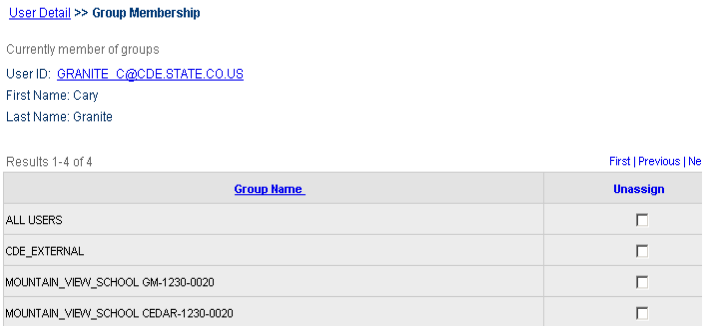
Click on the **Assign Group** button.

You will then be asked for confirmation, click **Confirm Assign** button



Step 15:

You will now see the user's new group assignment in their **User Details**.



User Detail >> Group Membership

Currently member of groups

User ID: GRANITE_C@CDE.STATE.CO.US

First Name: Cary

Last Name: Granite

Results 1-4 of 4 First | Previous | Ne

Group Name	Unassign
ALL USERS	☐
CDE_EXTERNAL	☐
MOUNTAIN_VIEW_SCHOOL GM-1230-0020	☐
MOUNTAIN_VIEW_SCHOOL CEDAR-1230-0020	☐

Important:

The LAM must send a personal email providing the user their user details.

The Access Management system does not send an automatic email to the LAMs and/or users.

Important:

For security reasons, it is strongly recommended to send two emails. The first email with the User ID and the second email containing the password.

From: Rubble_B@cde.state.co.us
To: **Granite_C@cde.state.co.us**
Subject: CDE Single Sign-On

Dear Cary,

Your CDE Single Sign-On account has been created. You may now access the CDE applications you have requested.

Your User ID is **Granite_C@cde.state.co.us**

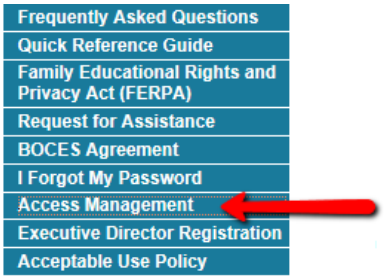
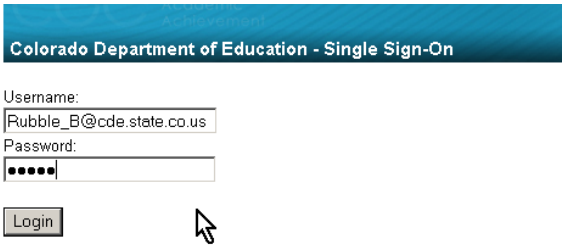
For security reasons, you will receive your temporary password in a separate email.

Please contact me if you have any questions.

Managing and Deactivating Users

Using Search Filters and Wildcard search syntax.

There are several filters for a User Manager or LAM to search for users or groups. Using the wildcard syntax will help you in your search.

Step 1: **Click** on the **URL** to access the Identity Management home page. *It's a good idea to bookmark this page*	https://cdeapps.cde.state.co.us/index.html
Step 2: On the menu bar to the left, click on the **Access Management** button.	
Step 3: Log in using the user ID and password. Click **Login**.	
A successful login will bring you to **Welcome to CDE Identity Management** page	

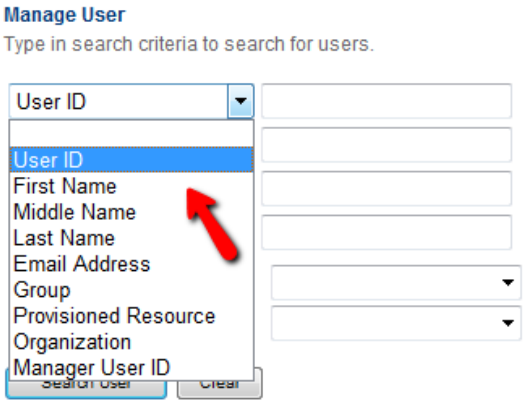
Step 4:
On the left-hand is a link for **Users**.

Clicking on **Users** presents you with two choices:

1. Create a user
2. Manage a user

Click on **Manage**

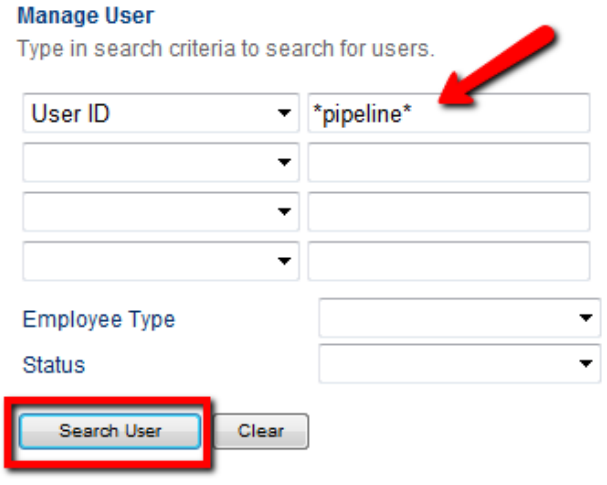
Step 5:
From the drop-down menu, choose to **filter by User ID**



In this example, we will use the wildcard syntax *pipeline*

Remember, the wildcard syntax always uses asterisks, *XXXXXXX*

Click the **Search User** button

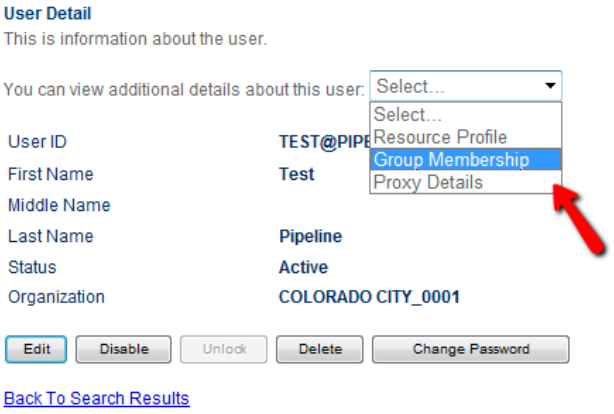


Step 5:

The users with "pipeline" in their user ID will appear in the user list.

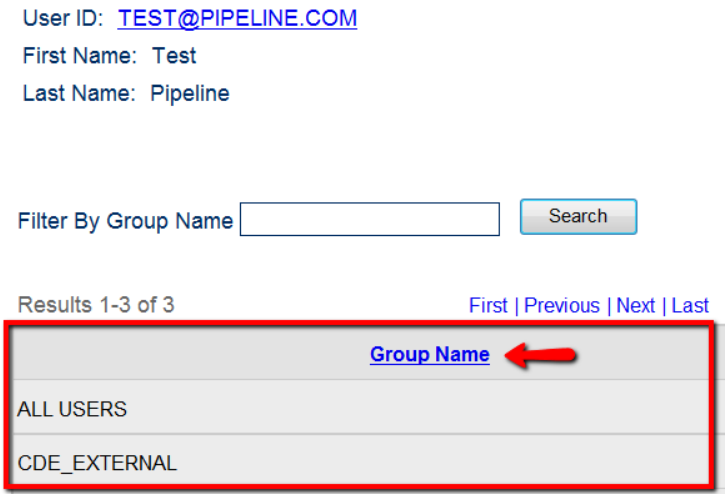
Click on the user ID, this will bring you to the **User Detail** page

From the view additional details drop-down menu, **click on Group Membership**.



Note, the groups the user currently belongs to:

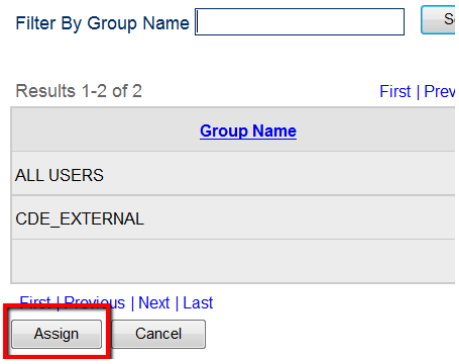
- **ALL USERS** *(default system group)*
- **CDE_EXTERNAL** *(default system group)*



Step 6:

In this example, we will assign the user to the Staff Interchange group.

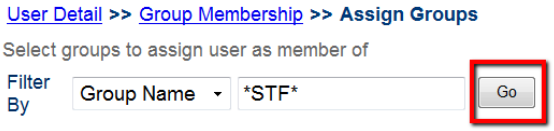
To assign an user to a group, click on the **Assign** button



From the Filter By drop-down menu, choose **Group Name.**

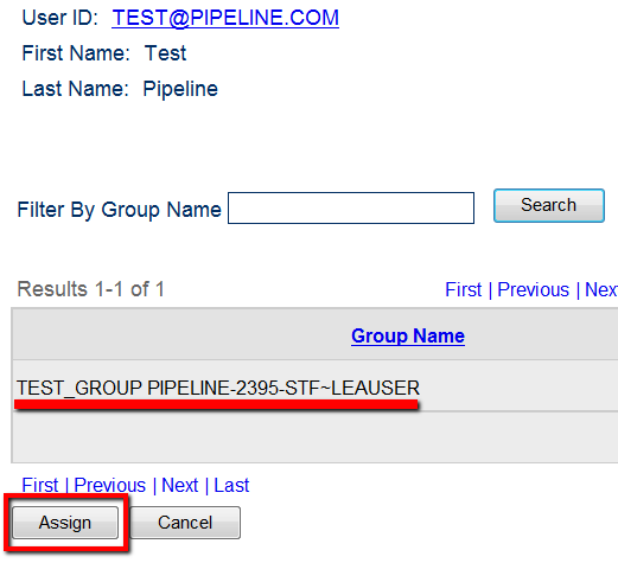
In the search field, enter the wildcard **syntax *STF*** to search for all groups for the Staff Interchange

Click the **Go** button



The search the displays the group:
TEST_GROUP PIPELINE-2395-STF~LEAUSER

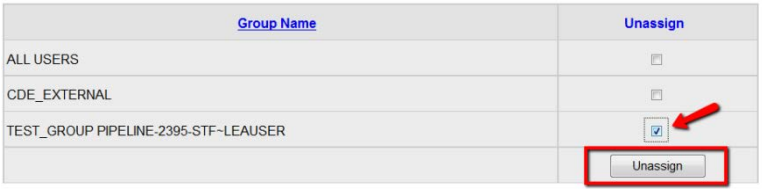
Click the Assign button. Confirm to add the user to the new group.



Step 7:

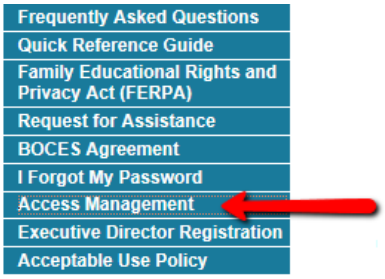
In this example, we will **Unassign** the user to the Staff Interchange group.

On the **User Detail** page, **check the Unassign check box, Click the Unassign** button.



Deactivating Users

The steps below demonstrate how to deactivate a user that has retired, left the district, or was terminated. It's important to update the user's status as soon as possible.

Watch the Deactivating Users training video……	Click the link below to watch the video **Deactivating Users (2:00 minutes)**
Step 1: **Click** on the **URL** to access the Identity Management home page. *It's a good idea to bookmark this page*	https://cdeapps.cde.state.co.us/index.html
Step 2: On the menu bar to the left, click on the **Access Management** button.	 Frequently Asked Questions Quick Reference Guide Family Educational Rights and Privacy Act (FERPA) Request for Assistance BOCES Agreement I Forgot My Password Access Management Executive Director Registration Acceptable Use Policy
Step 3: **Login** using your LAM user ID and password.	
A successful login will bring you to **Welcome to CDE Identity Management** page	cde Improving Academic Achievement Welcome Mark Herling Users Help Welcome To The CDE Identity Manager Administrative And User Console Quick Status

Step 4:
On the left-hand is a link for **Users**.

Clicking on **Users** presents you with two choices:

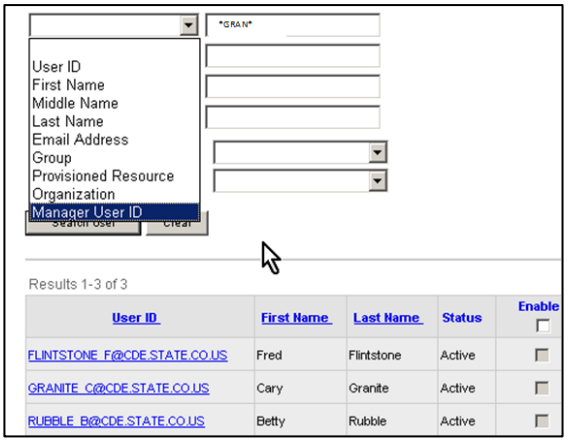
1. Create a user
2. Manager a user

Click on **Manage**

Step 5:
In this example, we are **searching for a user ID** for a User we would like to deactivate.

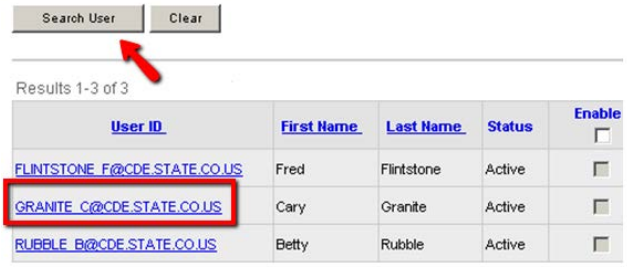
There may be hundreds or thousands of users in your user list; it's a good idea to **use the Filter and Wildcard functions.**

After you set up your filters, click on **Search Users** button and you will receive a refined list



Step 6:
After you set up your filters, click on **Search Users** button and you will receive a refined list

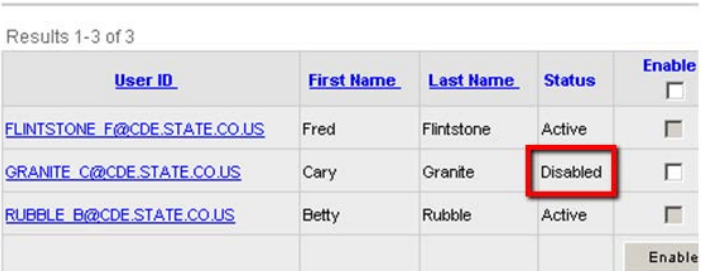
Click on the **users name**, this will take you to the User Detail page.



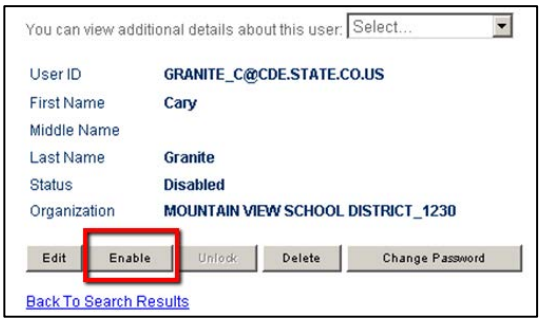
Step 7:
Click on the **Disable** button.

The next screen, click on **Confirm Disable**

Important:
The user still appears in your list of users, but the user's status will be marked **Disabled** and will not have access to any CDE applications or systems.



A User Manager or LAM can always **reactivat**e that user by clicking on the **Enable** button via the **User Detail** page.



Currently, deleting a user is NOT an option. You will receive a message that you do not have permission to perform this operation.

Only the CDE IdM team can delete a user; however if CDE deletes your user, you will still see that user in your user list and you will not be able to edit the user's details.

To remove the deleted user from your list, you need to send a request to CDE IdM team.

It's best practice to only Disable users which will retain their user details.

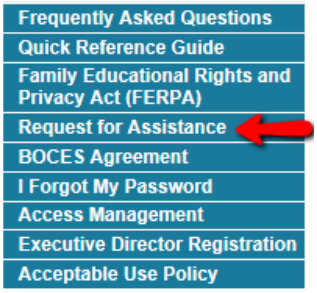
Troubleshooting CDE Applications Issues

CDE Contact Email and Requesting Assistance

CDE IdM Contact Information
The Identity Management Team email: **helpdesk@cde.state.co.us**

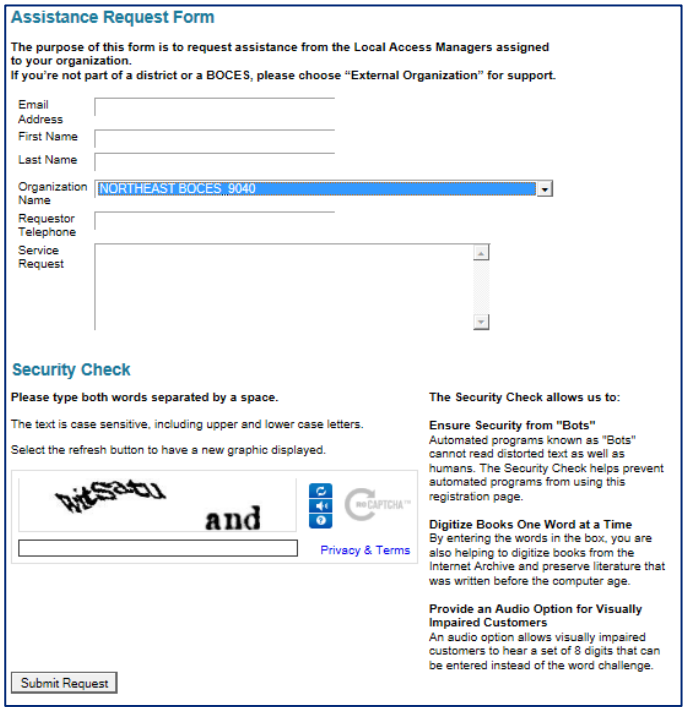
Requesting Assistance
All users can request assistance from the Local Access Manager (LAM)using the **Request Assistance** web form available on the CDE Identity Management homepage.

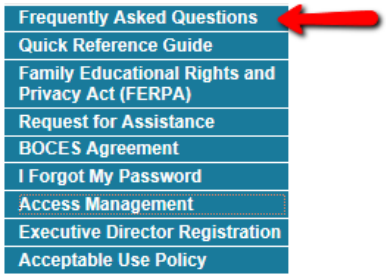
Go to the Identity Management homepage and click on the **Request Assistance** link on the left-side menu below the list of CDE Applications.



When a user clicks on **Request for Assistance** link, they are asked to complete the Assistance Request web form below (pictured below).

After submiitng the Assistance Request web form, an email is sent directly to the user's LAMs. The LAM should contact the user.

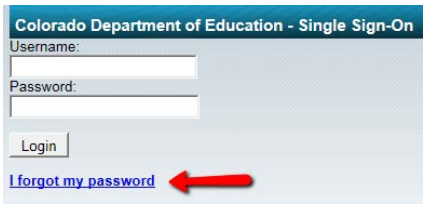
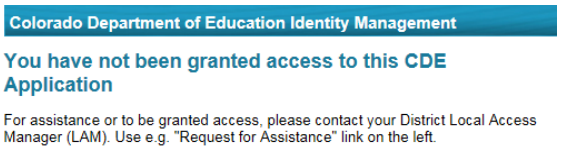

Assistance Request Form
The purpose of this form is to request assistance from the Local Access Managers assigned to your organization.
If you're not part of a district or a BOCES, please choose "External Organization" for support.
Email Address
First Name
Last Name
Organization Name
NORTHEAST BOCES, 9040
Requestor Telephone
Service Request
Security Check
Please type both words separated by a space.
The text is case sensitive, including upper and lower case letters.
Select the refresh button to have a new graphic displayed.
and
Privacy & Terms
The Security Check allows us to:
Ensure Security from "Bots"
Automated programs known as "Bots" cannot read distorted text as well as humans. The Security Check helps prevent automated programs from using this registration page.
Digitize Books One Word at a Time
By entering the words in the box, you are also helping to digitize books from the Internet Archive and preserve literature that was written before the computer age.
Provide an Audio Option for Visually Impaired Customers
An audio option allows visually impaired customers to hear a set of 8 digits that can be entered instead of the word challenge.
Submit Request

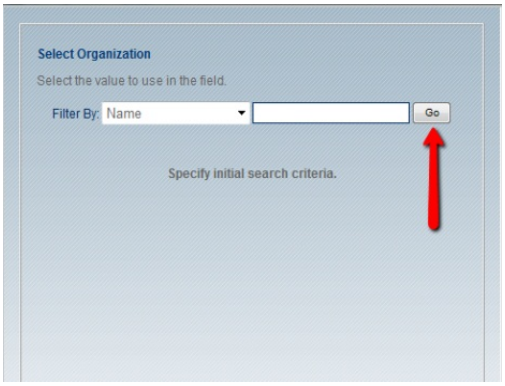


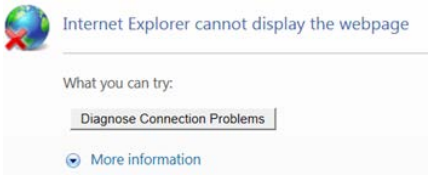
You will also find a helpful **Frequently Asked Questions** link on this page too!

CDE Application Issues

This section provides the Local Access Manager some known CDE Application issues and troubleshooting techniques.

Application	Issue / Error Message	Suggested Resolution
CDE Single Sign-On	A User Manager, LAM, or user has forgotten their password	If a user has forgotten their password, direct them to click on the I forgot my password link on the Single Sign-On login page  The user submits their User ID to CDE, CDE will send a temporary password via email
Access Management or other CDE Applications		If you receive this message when logging onto the Access Management system, it may be the account was not set up correctly. 1. A User Manager should contact the CDE Identity Team: cdeIdM@cde.state.co.us 2. A LAM should first contact their User Manager or the LAM who created their their account. 3. A user should contact their LAM. 4. A user can also submit a Request for Assistance form. The user should specify which application access is needed in their assistance request

Application	Issue / Error Message	Suggested Actions
Access Management	A User Manager or LAM does not see their organization listed after clicking on the magnifying glass. 	Click the Go button. The organization will appear in the selection list.
All CDE Applications	A user reports they are not getting through to the application for which they have permission. 	Advise the user to close their browser window and try again. If that doesn't help, a user should try clearing their cache. If this does not work, contact the CDE Help Desk: **helpdesk@cde.state.co.us** for assistance
Data Pipeline	**Login error OIDSY0001** You are not authorized to use this application! Contact administrator and provide message: OIDSY0001	This error indicates the appropriate groups have not been assigned to a user's account. This is why a user may not able to access Data Pipeline The District LAM may need to assign the following roles to the user account. • <district name> PIPELINE-xxxx-STD~LEAUSER Submit & Modify role • <district name> PIPELINE-xxxx-OCT~LEAAPPROVER Approver role

Application	Issue / Error Message	Suggested Action
Data Pipeline	**Login error OIDAR003O** You are not authorized to use this application! Contact administrator and provide message: OIDAR003O	This error indicates a problem with the group configuration. Even after a District LAM unassigns a group, a user may still get this error. The District LAM or User needs to email: **helpdesk@cde.state.co.us**
All CDE applications	Page Not Found 	For Data Pipeline, IP Addresses are restricted to Colorado only. Check the user's location. Contact the CDE Help Desk: **helpdesk@cde.state.co.us** for assistance and please provide your IP-address at the same time